

# Iowa WIC Vendor Newsletter

Volume 16 Issue 8 August 2015

- eWIC Frequently Asked Questions
- eWIC Implementation Schedule
- eWIC Overview and WIC Agreement Signing Dates
- Contact Information



**Iowa WIC Toll-Free In-State  
800-532-1579**

**Iowa WIC Direct Number  
515-281-6650**



## **eWIC Pilot Begins October 26, 2015 Implementation Schedule in newsletter Getting ready for WIC Electronic Payment?**



- Contact your Point of Sale (POS) representative
  - Review equipment/program requirements - will you need a systems upgrade?
- Stand beside operation
  - Will I have two machines (card readers) on my check lanes? Stores should work with their POS people to determine technological needs. If you have an EBT (SNAP) and cash terminal today, the FIS device will replace it. There will be a contract between your store and FIS (the supplier of the eWIC device).
- Stand beside operation
  - Who is responsible for the following?
    - Dial Up - retailer supplied phone line
    - Broadband - retailer supplied internet / LAN
    - Wiring - Retailer is responsible for data and power wiring
    - Stand beside Device is a combo device
- May stores accept "paper" (WIC checks) benefits after the local agency begins to issue electronic benefits?
  - YES !! Paper (WIC checks) will be valid forms of payment until approximately 90-days after the last local agency has issued WIC paper (check) benefits. The projected last date that stores will see WIC checks will be August 2016. All WIC authorized vendors will be allowed to accept WIC checks for the appropriate items until the LAST Date of Use has expired.
- May stores accept eWIC payments if their front-end systems have not been certified by FIS and/or the store has not received training from FIS?
  - NO !! Stores will not be authorized to accept eWIC payments until the time their store front-end system has been certified and the store has a contract with FIS to accept eWIC payments.
- How does the participant know their remaining benefits?
  - Initially the participant will receive a sheet with a list of their benefits.
  - Participants will receive a receipt showing their remaining balance at the end of each WIC transaction.
  - The Iowa WIC Program is creating an application for smart phones - the participant will be able check their benefit balance and confirm if an item is a WIC approved item.
  - Participants will be able to confirm their benefits on the WIC Participant Portal.
- What is an APL?
  - APL — Approved Product List. This list will be maintained in the host file. The APL file is a list of Iowa WIC Approved items participants may purchase. Stores will not need to maintain their own store's "flagged" items — the APL replaces this. Stores are required to connect everyday to ensure they have an updated APL file.



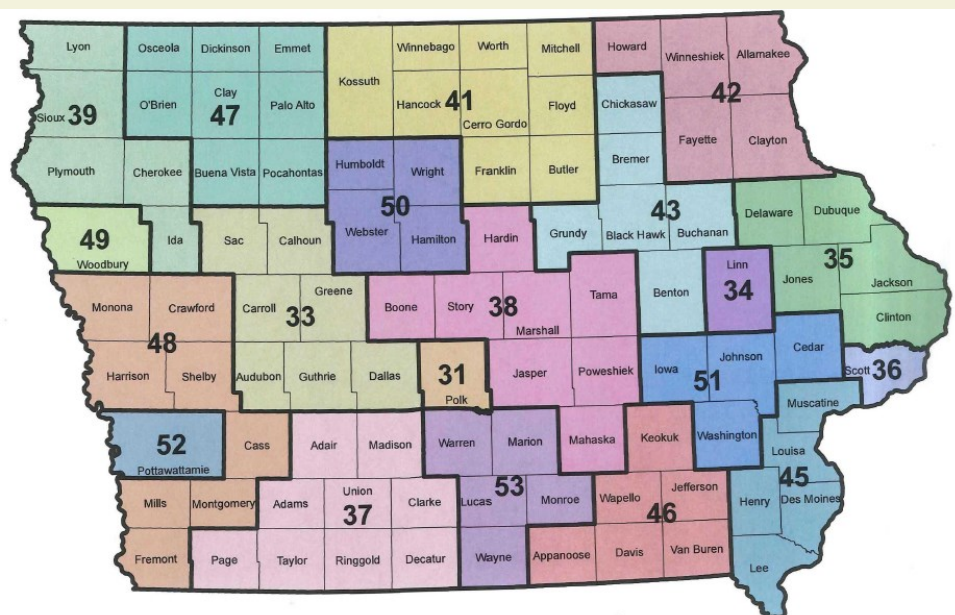


## eWIC Pilot and Implementation Schedule

### WIC Electronic Benefits



# eWIC Implementation Schedule



Local Agency #      Date of Local Agency Training & Conversion

53 – October 19, 2015  
 31 – February 5, 2016  
 51 – February 8, 2016  
 38 – February 22, 2016  
 46 – February 29, 2016  
 45 – March 14, 2016  
 36 – March 14, 2016  
 34 – March 28, 2016  
 35 – March 29, 2016  
 43 – April 11, 2016  
 42 – April 11, 2016  
 50 – April 18, 2016  
 41 – April 25, 2016  
 47 – April 25, 2016  
 49 – May 9, 2016  
 39 – May 9, 2016  
 33 – May 16, 2016  
 37 – May 16, 2016  
 48 – May 23, 2016  
 52 – May 23, 2016

\*\* eWIC benefits will be issued approximately 1-week after the local agency has been converted from paper to electronic benefits.

The Iowa WIC Program will be converting from paper checks to electronic benefits (eWIC) in 2016. The initial rollout area will be in the Marion County Public Health area. Marion County Public Health includes Lucas, Marion, Monroe, Warren and Wayne Counties. The local agency in the pilot area will be converting their offices to eWIC the week of October 19, 2015. **Electronic benefits will be issued approximately one (1) week after the dates published above.** WIC authorized vendors (retailers) will be contacted by FIS/CDP (eWIC developers) 30-days prior to the above dates to confirm the authorized WIC retailers in the implementation areas are capable of accepting electronic WIC payments (eWIC) and that FIS eWIC contracts are in place.

Once the pilot has been completed, eWIC benefits will be issued approximately one week after the above conversion dates. A representative from FIS will be contacting retailers prior to implementation in each of the areas to confirm your location is eWIC compatible and that FIS eWIC contracts have been signed.

FIS/CDP contacts:

Jim Chilcoat      Retail Relationship Manager  
 Gail Lumsden      Senior Program Manager

Jim.Chilcoat@cdpehs.com  
 Gail.lumsden@fisglobal.com

**All Current WIC Agreements expire September 30, 2015.**

**All WIC authorized stores will be sent 2015-18 Vendor applications and Prices Surveys .**

Stores not attending one of these meetings will not be authorized to accept Iowa WIC benefits after September 30, 2015.

<b>Mandatory WIC Training</b> <b>Schedule of 2015-2018 Mandatory Meetings</b> <b>Combined Grocery and Special Purpose Vendor Meetings</b>				
Date				
August 25	12:30 to 4:00	West Union Library	West Union	210 North Vine Street ICN Room
August 26	9:30 - 1:00	Cedar Falls Library	Cedar Falls	2 <sup>nd</sup> Floor Conference Room
September 3	9:00 - 11:30	Walgreens ONLY	Iowa City	855 South Dubuque St. Rm 203B & C
September 10	9:00 - 11:30	Walgreens ONLY	Des Moines	4201 Westown Parkway
September 16	9:00 - Noon	Johnson County Health	Iowa City	855 South Dubuque St. Rm 203B & C
September 16	1:30 - 4:30	HyVee ONLY	Iowa City	855 South Dubuque St. Rm 203B & C
<b>September 23</b>	<b>8:00 – 1:00</b>	<b>Wallace Bldg Auditorium LAST MEETING</b>	<b>Des Moines</b>	<b>502 East 9th Street</b>

Questions regarding the Iowa WIC Agreement and eWIC overview meetings should contact

Don Gourley (515-281-6205 OR via email [Donald.Gourley@idph.iowa.gov](mailto:Donald.Gourley@idph.iowa.gov))

### **Electronic WIC Benefits (eWIC) contacts**

#### **Operating Rules Web Site**

<http://www.fns.usda.gov/wic/ebt/operatingrules-implemguide.htm>

#### **Produce PLU Codes - International Federation for Produce Standards (IFPS)**

[info@plucodes.com](mailto:info@plucodes.com)

#### **eWIC Host Processor - WIC Direct** is the name of the eWIC host processing system

Jim Chilcoat      [Jim.Chilcoat@cdpehs.com](mailto:Jim.Chilcoat@cdpehs.com)      502-695-1999

Retail Relationship Manager CDP

Steven Jeantet      [Steven.Jeantet@cdpehs.com](mailto:Steven.Jeantet@cdpehs.com)

Deputy Project Manager CDP

Gail Lumsden      [Gail.Lumsden@fisglobal.com](mailto:Gail.Lumsden@fisglobal.com)

Senior Program Manager—Government Solutions (FIS)

#### **What is an eWIC transaction?**

- eWIC is the electronic equivalent to paper checks for processing WIC
- eWIC is an online processThe Shoppers Account Balance

#### **What drives an eWIC transaction?**

- The Approved Products List (APL) — APL is based on PLU codes and 12-digit UPC information
- The Shopper's (participant's) Account Balance
- The system computes the Not To exceed (NTE) values based on redemptions by peer group

Iowa Department of Public Health  
Attn: Iowa WIC Program  
Lucas State Office Building  
321 East 12th Street  
Des Moines, Iowa 50319-0075

**Attn: Store Management and Store Associates  
August 2015 WIC Newsletter Vol 16 Issue 8**

**Iowa Program Vendor Contacts**

WIC Vendor Coordinator—Don Gourley	515-281-6205	donald.gourley@idph.iowa.gov
WIC Vendor Representative—Ken Kane	515-281-3929	kenneth.kane@idph.iowa.gov
WIC Vendor Nutritionist—Nicole Newman	515-281-4545	nicole.newman@idph.state.gov
WIC Bureau Secretary—Sherry Smith	515-281-6650	sherry.smith@idph.state.gov
<b>In-State Toll Free #: 800-532-1579</b>		<b>State WIC FAX#: 515-281-4913</b>

**Iowa Department of Public Health**

**Attn: Iowa WIC Program**

**321 East 12th Street**

**Des Moines, Iowa 50319-0075**

**Iowa Web site: [www.idph.state.ia.us/wic](http://www.idph.state.ia.us/wic)**

**FNS Web site: <http://www.fns.usda.gov/wic>.**

**Iowa WIC Facebook site: [www.idph.state.ia.us/wic](http://www.idph.state.ia.us/wic)**



The Iowa WIC Program reserves the right to limit the purchase of products that cost more than average price of similar products, in order to serve as many participants as possible under USDA guidelines. Products with special claims may not be approved.

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

041015